



Specialist Homelessness Services Collection e-Newsletter for homelessness agencies

1 May 2023



Validata™ is ready to receive April 2023 extracts

If your March 2023 extract has been submitted to Validata™, you can now upload and submit your April 2023 extract. Please remember to submit your extract once it has been validated and contains zero critical errors.



Cut-off date for 2022-23 9-month data

The cut-off date for agencies to load extracts for inclusion in the 9-month Statistical Summaries is Monday, 8 May 2023. All data for the period July 2022 – March 2023 must be uploaded and submitted to Validata™ by this date.

If you have any queries or require assistance, please contact the SHS Hotline by emailing your query to homelessness@aihw.gov.au, or calling 1800 627 191 (opt 2).



Who is a client?

A client is any person who receives a **direct** SHS service from your agency. A direct service is where someone is provided with a service aimed at responding to the needs of that particular person.

It is important to note that it is not just the provision of accommodation that makes someone a client. Any direct service provided by your agency to a person makes them a client and all these services should be recorded in the support period. This gives an accurate picture of the work being undertaken within your agency.

Individuals who only benefit **indirectly** from assistance are not included as clients. For example, if a parent receives tenancy support from your agency, that parent would become a client, as they have received a direct service. Although the children have benefitted from this assistance, the service was not directly provided to them. Therefore, they would not become clients.

All accommodation your agency provides is a **direct** service. Therefore, if you provide accommodation to a parent and their children, then the children are also considered to be clients.

All clients **MUST** have at least one service recorded as being provided or referred each calendar month.

Further information relating to the definition of a client can be found in the [SHS Collection Manual on pages 5-7](#).



SHS webinar training



Register for a webinar now by selecting the registration links in the table below. Webinar invitations will be sent **after** the 'Register by' date.

	Webinar date	Register by	What is covered?	Who should attend?
Basic Register here	30 May 2:00 to 4:00pm AEST	23 May	Opening a client support period, SHSC concepts and definitions	Staff new to agency, staff requiring refresher training
	27 June 2:00 to 4:00pm AEST	20 June		
Advanced Register here	31 May 2:00 to 4:00pm AEST	23 May	SHIP Reports	Managers or anyone responsible for SHS reporting.
	28 June 2:00 to 4:00pm AEST	20 June	Data quality and fixing errors	Managers or coordinators with basic SHIP experience
Validata™ Webinar Register here	20 June 2:00 to 3:00pm AEST	13 June	Basic functions within Validata™ including uploading and submitting extracts, viewing reports & user admin	All Validata™ users



Links to training resources and reports

SHS concepts and basic data entry e-Learning modules can be found [here](#).

Additional e-Learning modules and resources can be found on the [AIHW website](#).

SHS Annual Report 2021-22 can be found [here](#).

Fact sheets and Infographics for your state or territory can be found [here](#).



Excerpt from Mental Health services 2020-21 [link](#)

Figure SHS.1: SHS clients with a current mental health issue, states and territories, 2020-21

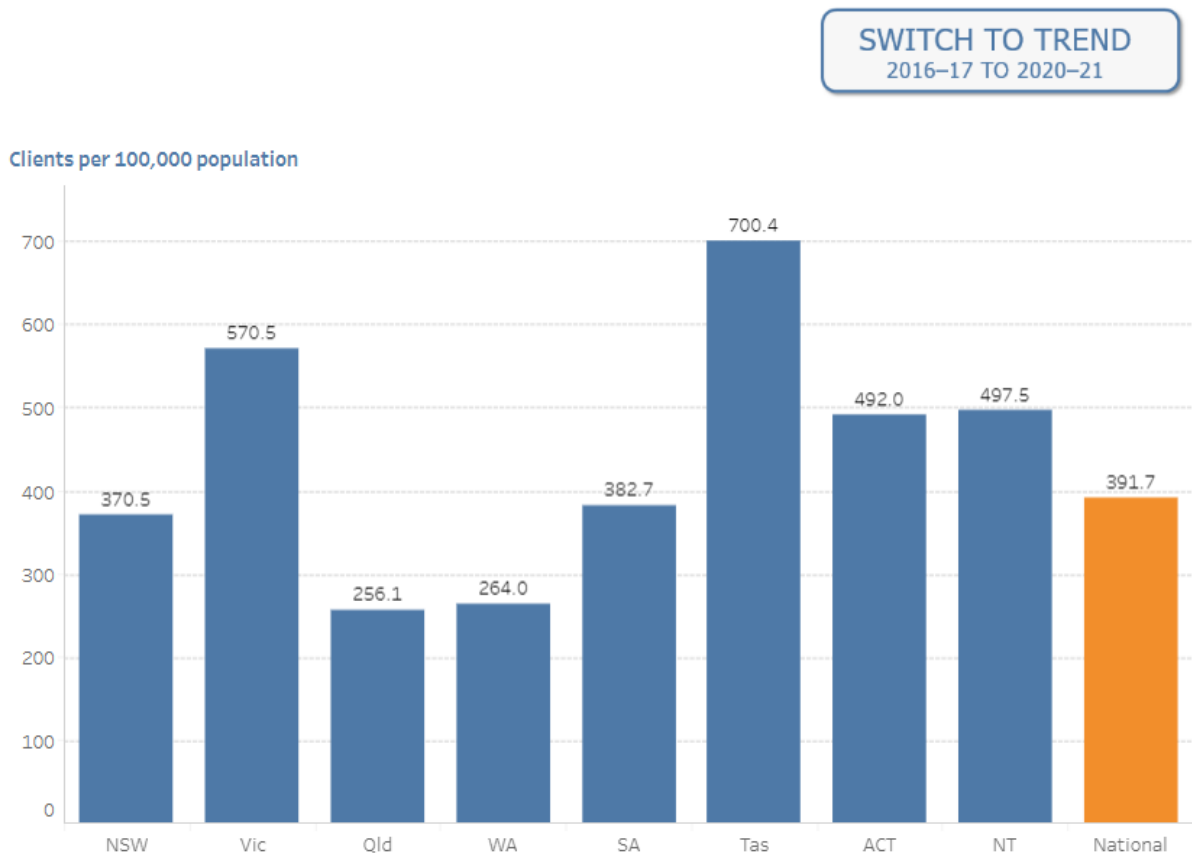


Figure SHS.1: SHS clients with a current mental health issue, states and territories, 2020-21

